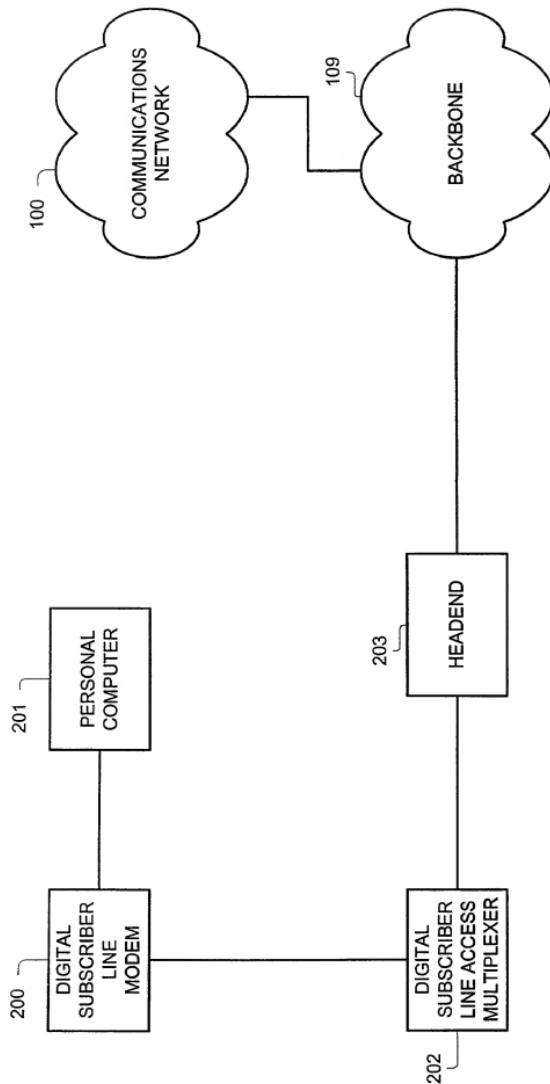


BACKGROUND ART
FIGURE 1



BACKGROUND ART
FIGURE 2

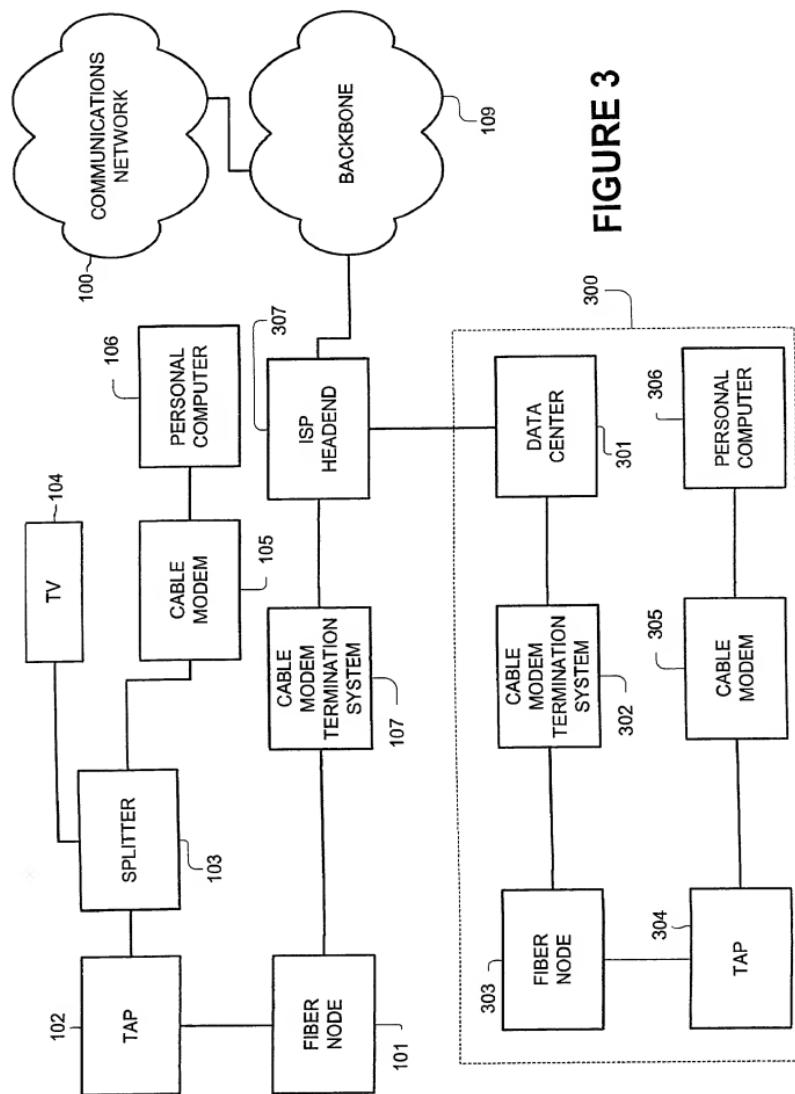


FIGURE 3

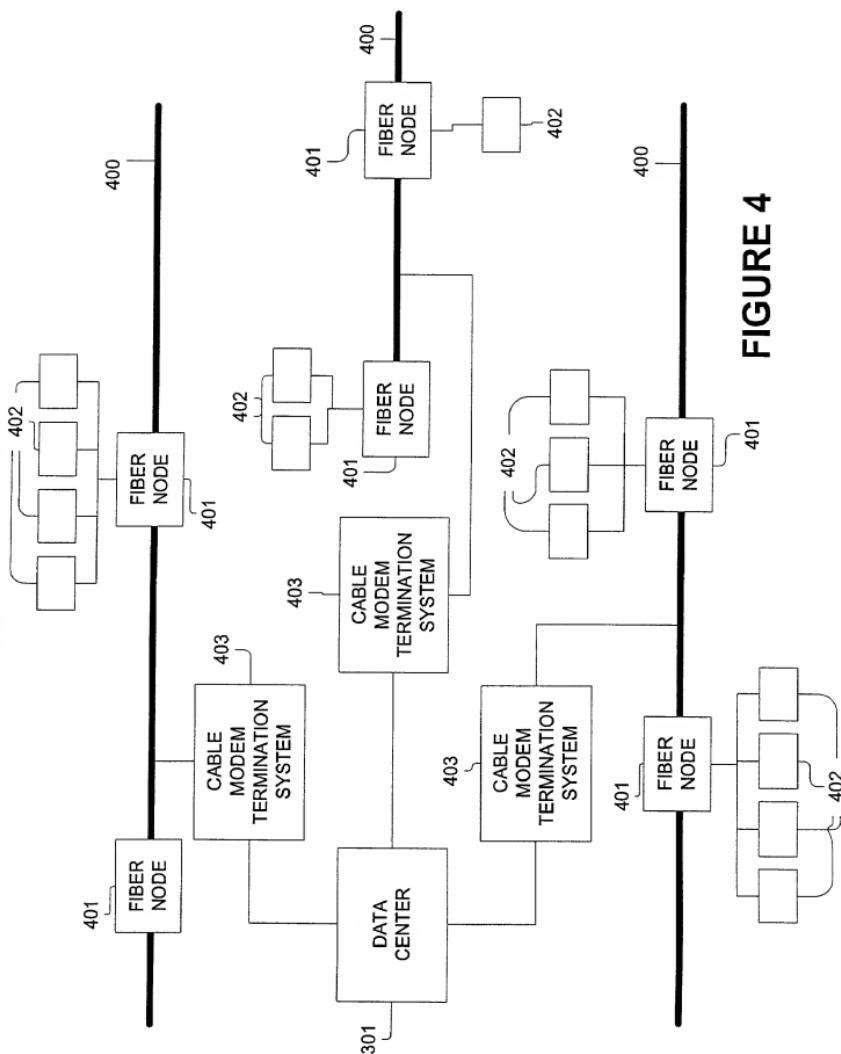


FIGURE 4

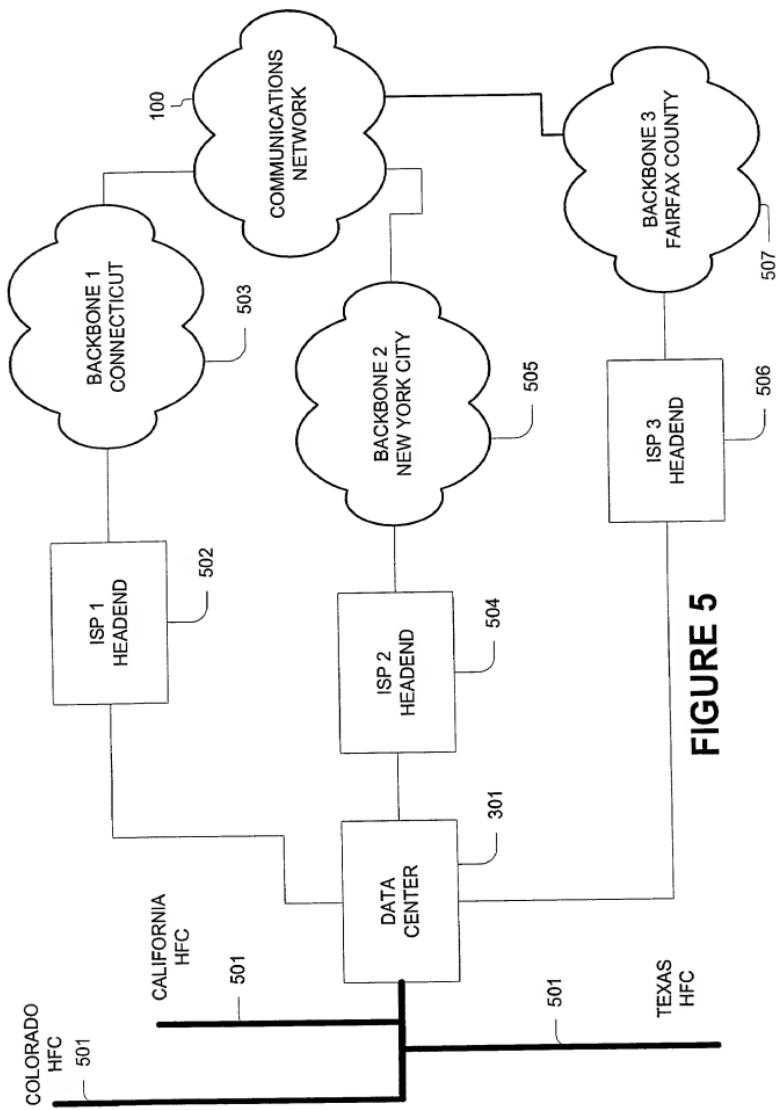


FIGURE 5

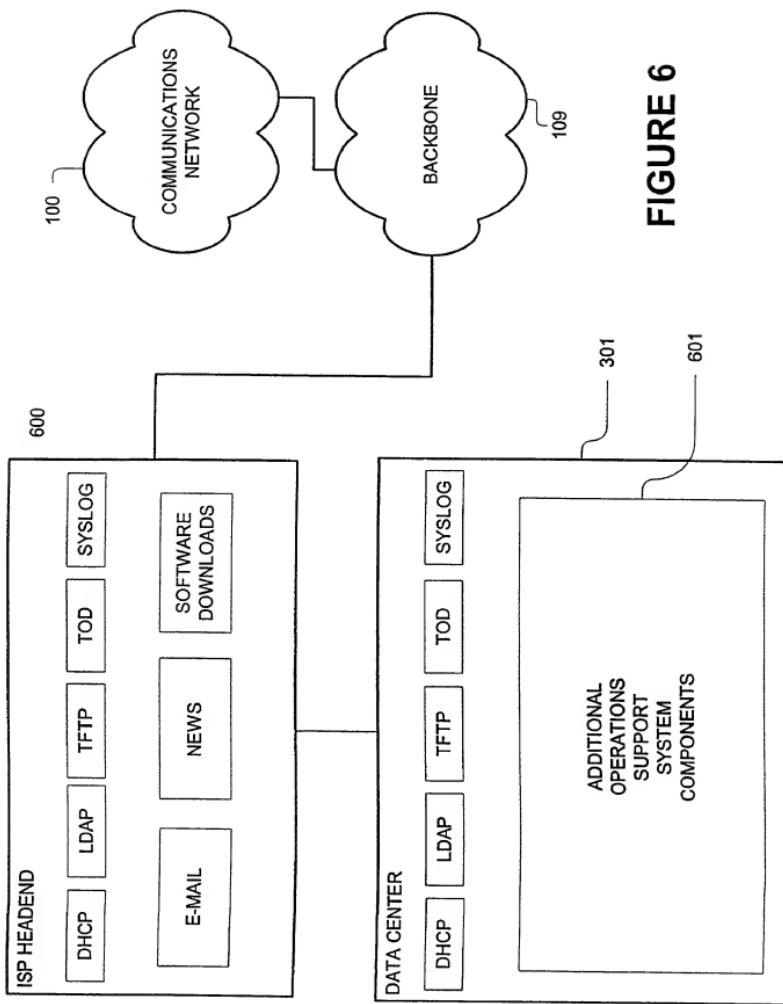
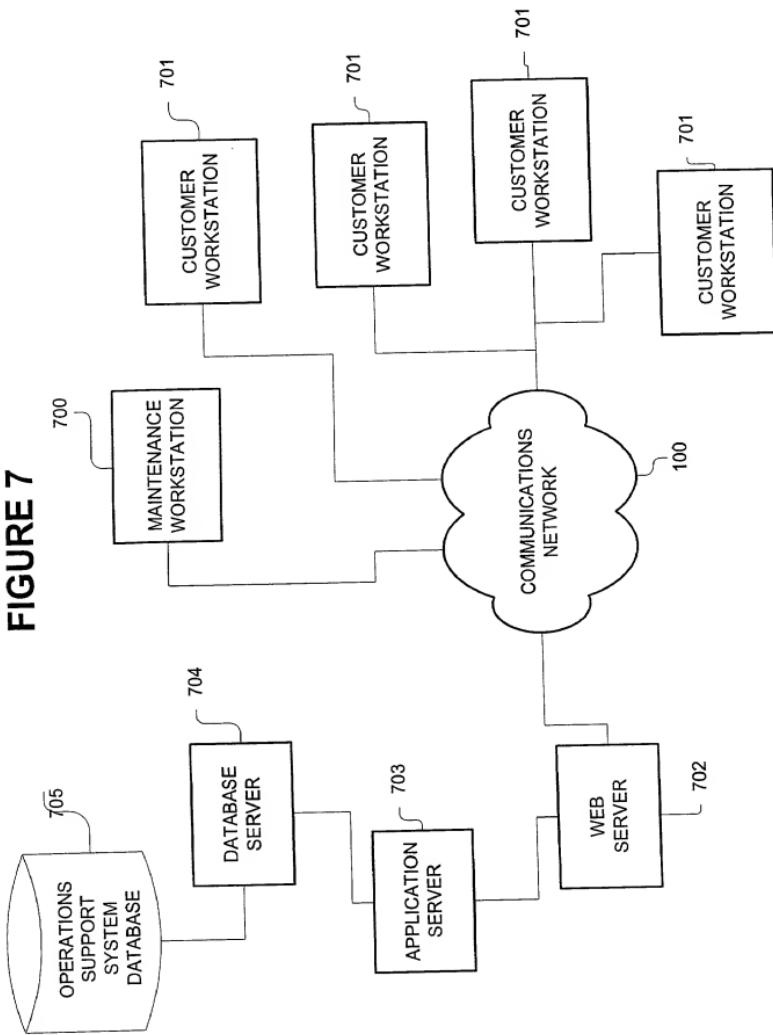


FIGURE 7



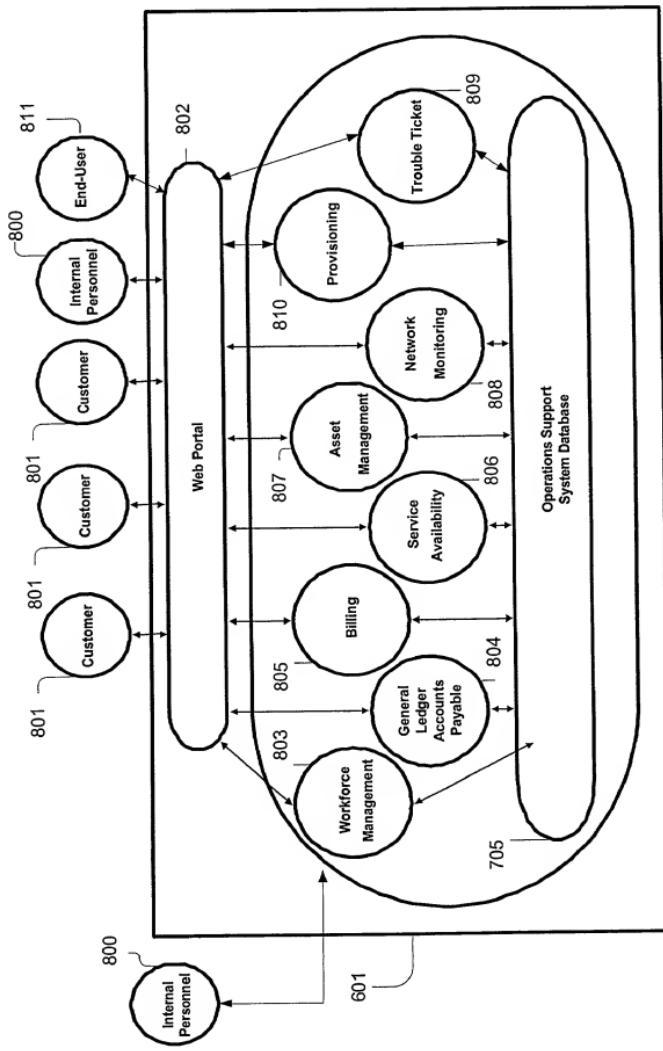


FIGURE 8

SERIAL NO: 09/784,074
INV: Ronald K. Dobes, et al.
DOCKET #: 200876US8
SHEET 9 OF 15

OPERATIONS SUPPORT SYSTEM
DATABASE

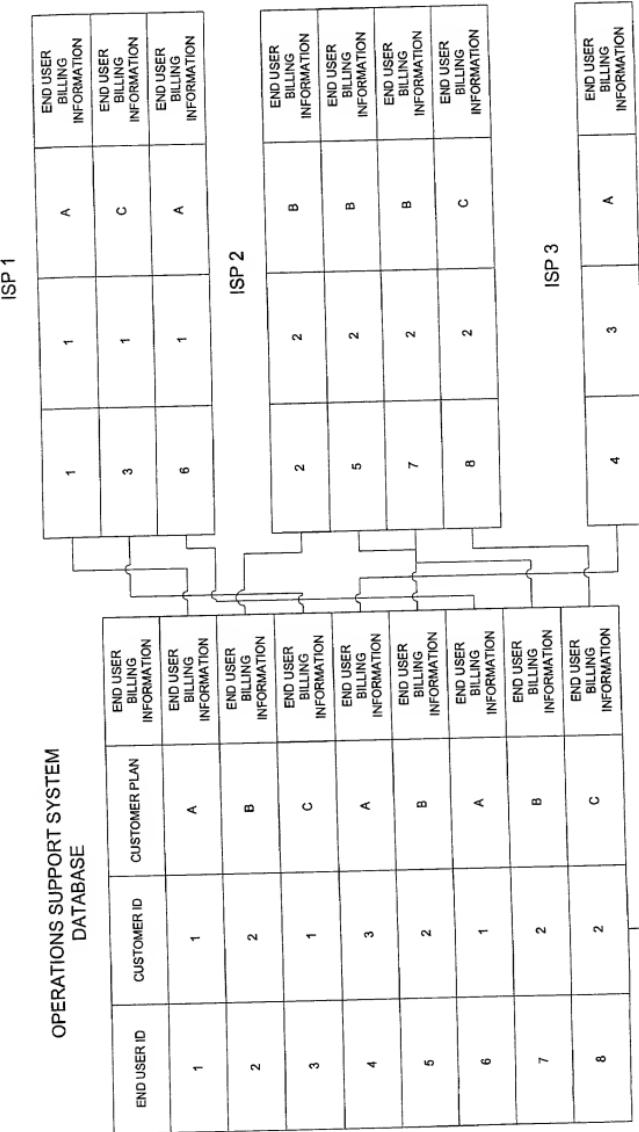


FIGURE 9

FIGURE 10

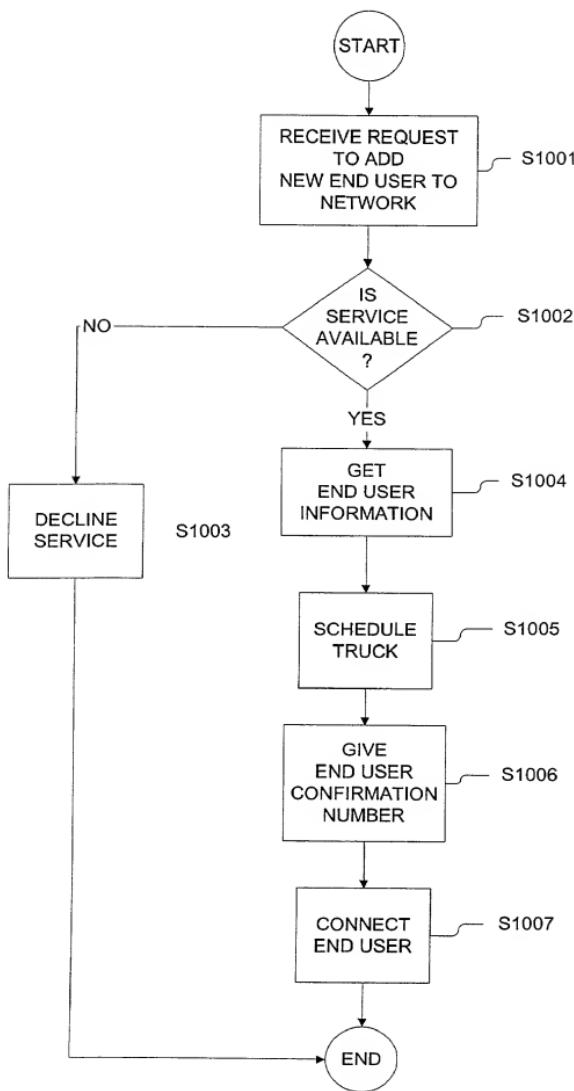


FIGURE 11

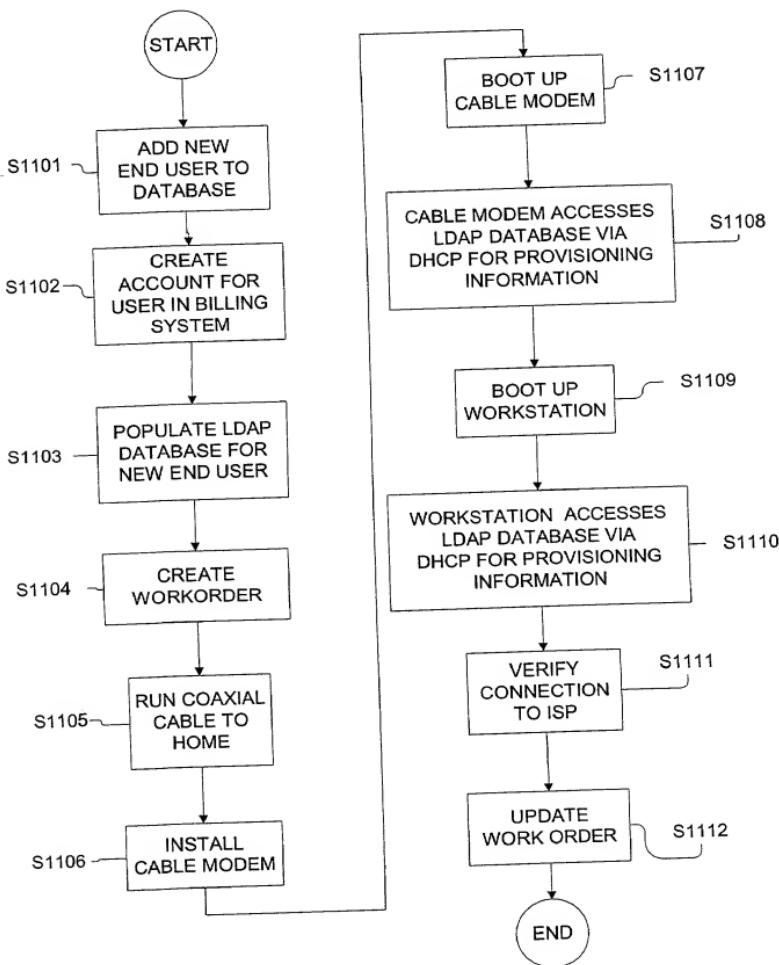


FIGURE 12

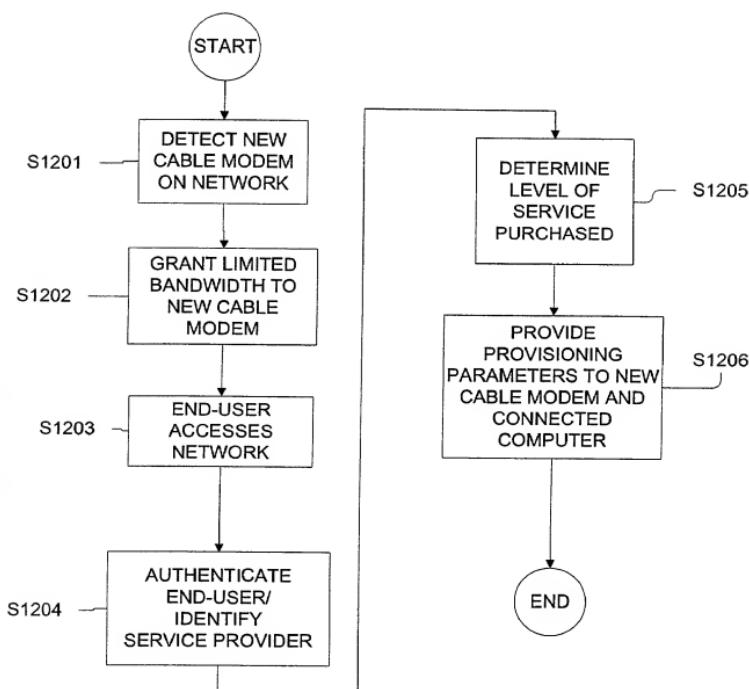


FIGURE 13

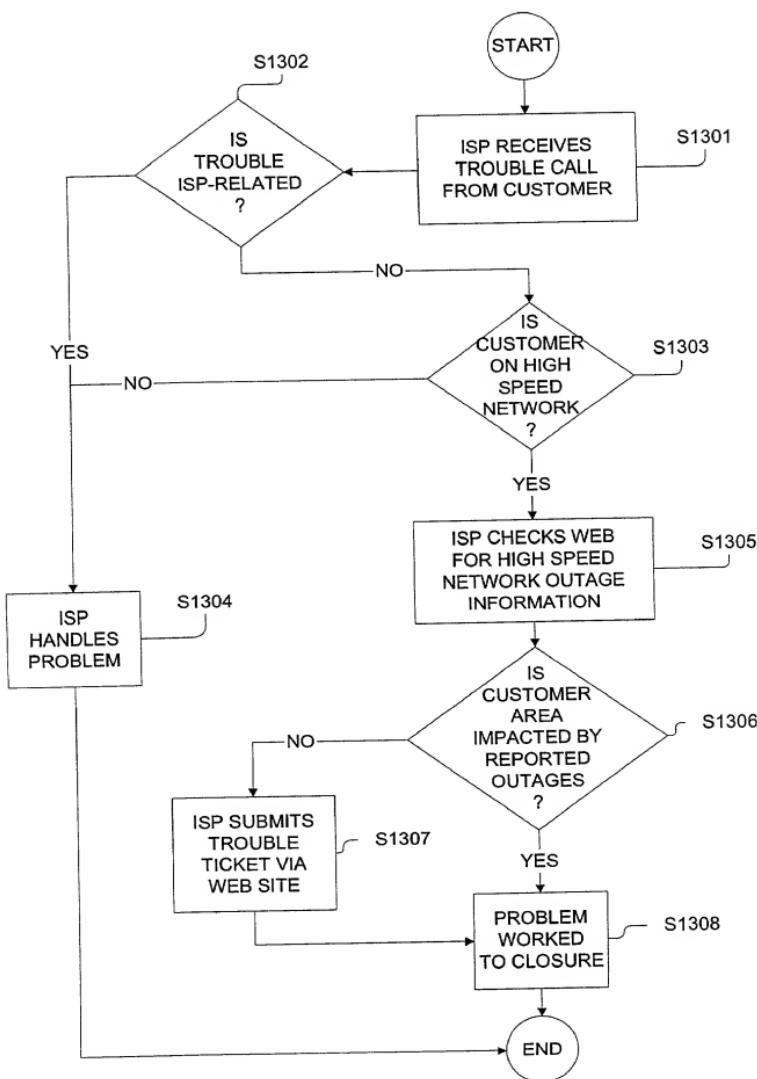


FIGURE 14

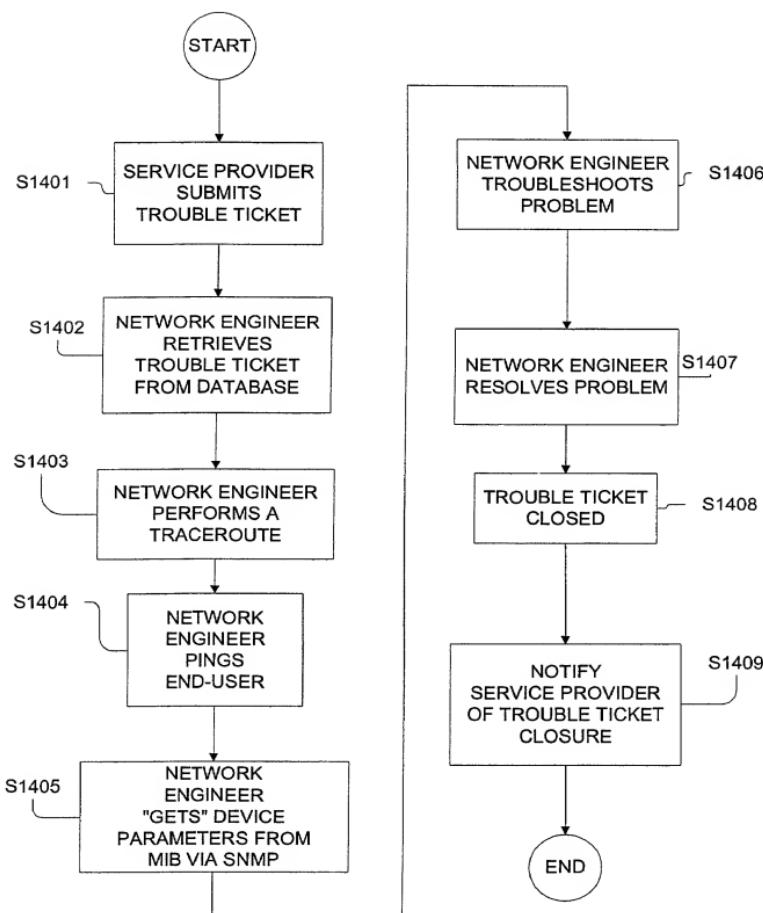


FIGURE 15

